

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
E. Hartford, CT #467	\$13,112	\$24,293	85.3%
Lowell, MA #457	\$13,726	\$24,581	79.1%
Erie, PA #536	\$14,997	\$25,814	72.1%
Amherst, NY #840	\$13,112	\$21,754	65.9%
Wilkes Barre, PA #533	\$15,209	\$25,195	65.7%
Middletown, NJ #480	\$12,845	\$21,211	65.1%
Altoona, PA #449	\$10,746	\$17,710	64.8%
Muskegon, MI #829	\$9,595	\$15,744	64.1%
Grand Rapids, MI #335	\$15,720	\$25,773	63.9%
Greensburg, PA #763	\$11,481	\$18,565	61.7%

District Sales Growth

District	Region	WTD%
Chad Estrada	Northeast	44.2%
Dennis Sanders	Northeast	36.2%
Shawna Vasquez	Northeast	35.3%
Dan Bessemer	Northeast	35.1%
Richard Balboni	Northeast	34.2%
Dustin Gasper	Northeast	31.2%
Joe Ramos	Northeast	27.5%
Troy Watring	Northeast	26.8%
Ali Elali	Northeast	17.7%
Peter Panunzi	Southeast	13.1%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
S. Edmonton, AB #834	19.4%	34.0%	14.6%
N. Edmonton, AB #835	18.3%	31.7%	13.4%
SE Las Vegas, NV #311	7.1%	19.5%	12.5%
Cupertino, CA #786	13.4%	25.3%	11.8%
Willowdale, ON #845	15.7%	27.5%	11.8%
Chicago, IL #685	17.4%	29.1%	11.7%
Littleton, CO #115	8.9%	20.1%	11.2%
Lemon Grove, CA #765	4.5%	15.1%	10.6%
Costa Mesa, CA #421	10.2%	20.4%	10.2%
Bellevue, WA #305	32.6%	42.4%	9.8%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
FM 1960, TX #032	\$19,642	\$33,841	72.3%
Portage, MI #327	\$15,498	\$25,885	67.0%
Grand Rapids, MI #828	\$19,472	\$31,304	60.8%
Towne South, OK #888	\$18,306	\$28,498	55.7%
El Paso, TX #852	\$14,634	\$22,726	55.3%
N. Olmsted, OH #559	\$18,713	\$28,423	51.9%
Syracuse, NY #526	\$12,650	\$18,954	49.8%
Monroeville, PA #537	\$16,835	\$24,438	45.2%
Indy Castleton, IN #096	\$21,565	\$30,930	43.4%
SE Las Vegas, NV #311	\$19,610	\$27,089	38.1%



Congratulations to Team National City #439 as they get to celebrate their next Sapphire Pin earner, Dianna Jimenez! Dianna joined the Chuck E. family 1 1/2 years ago and loves everything Chuck E. The upmost importance to her is having good communication with the party parents at all times, making sure her parties are 110%. Thank you Dianna for all you do, your Sapphre Pin is very much deserved!

~ Dianna our host was friendly and professional, she explained the entire process and was available for all of my questions. We had a great time and would have another birthday party at this location again. ~

~Dianna was very helpful, kind, and attentive the entire party. ~

Team National City doesn't get to celebrate 1 Sapphire Pin Earner this week, but 2 of them! Congratulations to Stella Ortega as she has earned her Sapphire Pin after 2 years of being with the Chuck E. family. Stella is always making sure everyone is happy and having the time of their lives in the birthday parties she hosts. Thank you Stella for all you do, your Sapphire Pin is very much deserved!

~ The Manager, the party coordinator and all staff was amazing. They went above & beyond to accomodate my daughter and our guests some who have special needs. Everything was perfect. A special thank you to Chuck E. Cheese who was aabsolutely amazing and spent extra special time with the kids. Best experience ever. ~

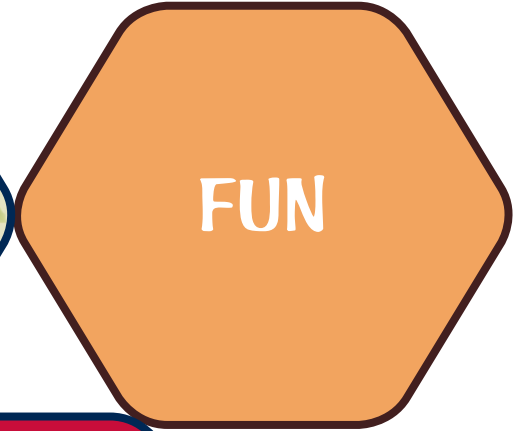


Week 23
June 21, 2019



WHAT'S GOIN' ON

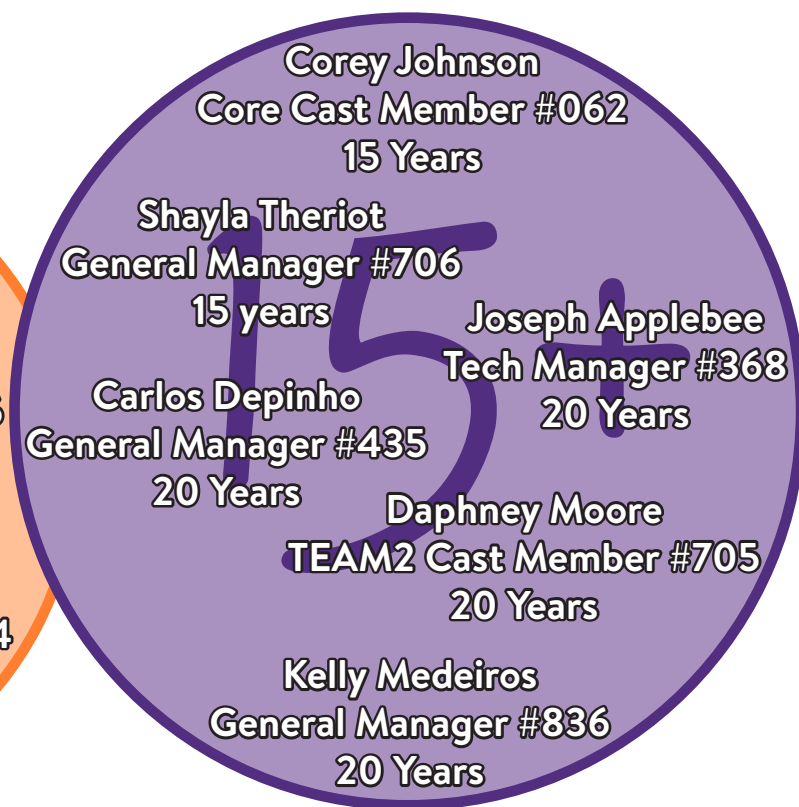
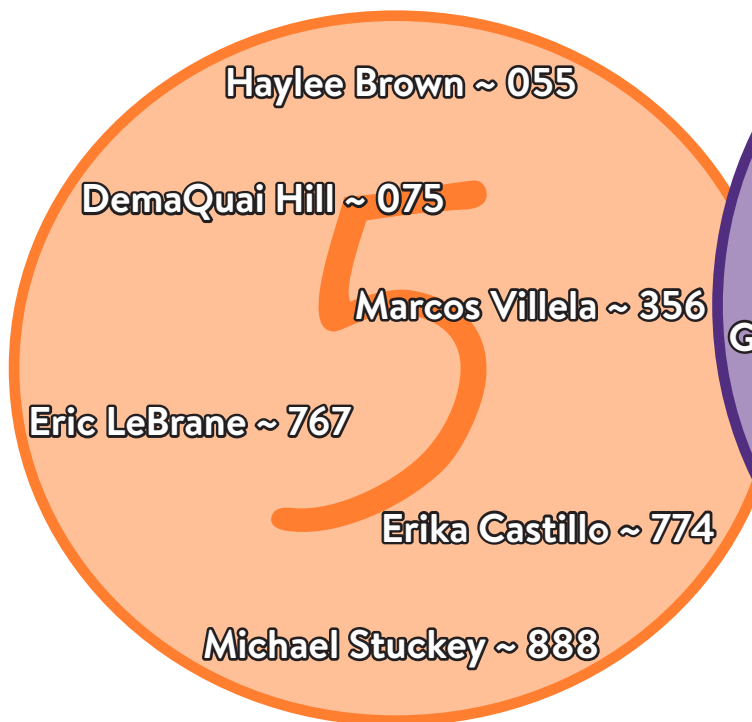
- Highlight Moments -



Submit your highlight moments to myfavoritefun@cecentertainment.com

MILESTONES-

- Reach and Achieve! -



Siera De la Rosa

Team National City, CA #439

Patty Cedillo, DM

~ Siera did an outstanding job was very attentive. ~



Alyssa Bernal & Natalya Morales

Team Webster, TX #592

Daniel Smoote, DM

*~ Alyssa did an amazing job! Super sweet and professional. ~
~ Communication and service from my host, Nat, was awesome! ~*



Jada Watson

Team Lansing, MI #326

Chad Estrada, DM

~ Our server, Jada, was friendly and attentive. All of the staff did a fantastic job helping all of the guests. Our kids had a blast, and the food was good. We will be back! ~



Victoria Ramos

Team Metarie, LA #716

Brian Pitre, DM

~ Loved everything! Victoria was great! ~



Brandon Richard

Team Metarie, LA #716

Brian Pitre, DM

~ Excellent experience and Brandon was awesome and such a great help. ~



Reminder to District Managers:

Ruby pins will no longer be sent out from the Support Center, you can now order your own supply on the new Training Materials online portal.

DEAR CHUCK E...

- You're the BEST! -

Please pass this on to whomever should have it. I attended a birthday party at the Rockwall, TX location this afternoon. The party hostess, Morgan was amazing! She was **friendly and sweet and good with the kids**. She even took extra steps in attempt to keep the purple cake off the birthday girls white shirt by making her a napkin bib. She was amazing!

Southeast
Rockwall, TX #038
RVP Bill Eich
DM Eric Bargas
GM Michael Almasan
Party Hostess Morgan

I would like to take a moment and thank the young lady that was our hostess for my grandson's birthday. I really appreciate the **attentiveness and professionalism** that Nancy had towards our group while we had Xaviar's birthday party at Chuck E. Cheese. Nancy checked in with us regularly, made sure that we had all we needed, helped organize the other parties that were going on, to ensure the maximum children's birthday experience. Being around that many small children and organizing events, siniging activites, pizza, soda, etc is a miracel when it goes off without hickups. I **appreciate the effort that Nancy put forward** to help make this an amazing experience.

Western
Boise, ID #959
RVP Jim Brawley
AD Wayne Casey
GM Melvin Harvard
Party Server Nancy

I am writing to inform you of a wonderful employee, Mikayla at the Rochester, NY location. I am hosting my daughters birthday party for her and 22 of her friends at that locaiton tomorrow and called with some last minute questions. Mikayla was **very reassuring, calm, and amazingly helpful in providing me the information that I needed**. When she was unsure of an answer, she asked her Manager to make sure she was providing the correct information. Mikayla is an asset to your company and deserves to be recognized for her great guest service skills. Please pass along my compliment to her Manager. It's employees like Mikayla that **make me glad we chose this location to host my daughter's party**. I look forward to interacting with Mikayla and the rest of her staff tomorrow afternoon.

Northeast
Greece, NY #839
RVP Chris Kelly
DM Shawna Vazquez
GM Heather Potter
Party Server Mikayla



THE MORE YOU KNOW...

Risk Management

Lock, Take, Hide Stickers are on their way! This coming week, everyone will be receiving Lock, Take, Hide Stickers in the mail. Please refer to the communication sent out today for placement instructions.

If you have any questions, please reach out to Brian Wilbanks at bwilbanks@cecentertainment.com

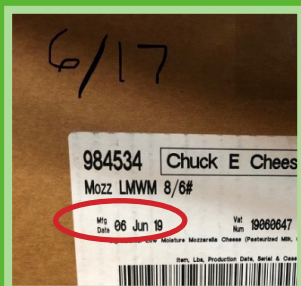
Learning & Development

Cheese Shelf Life

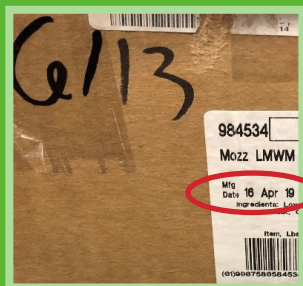
PFG has been sending Mozzarella cheese past its expiration date to our restaurants!

For every box you receive, you **MUST** do the following:

- Calculate 50 days from the day you are receiving your PFG delivery
- Check manufacture date on each box and verify it's **NO MORE THAN** 50 days from the day you are receiving.
- If not, reject the product and have the driver take it back for a credit. If you are a night drop location, contact PFG with pictures of both the PFG sticker and the product label with the manufacture date before 11AM.



Good



Bad

If you have any questions about this process, please reach out to your Regional L&D Manager.

If you have any cheese related issues, please contact your PFG rep, and the purchasing department.

Facilities

HVAC Cost Savings

HVAC charges can add up quickly!

Remember these hints when submitting a work order:

- Include details of issue in your work order. (i.e. making noise, 78 degrees, blank tstat)
- Identify the unit/area of the building that is not cooling; avoid saying that the entire building is hot. (i.e. gameroom and showroom are at 78 degrees)

Following these guidelines can save you HVAC cost by giving the vendor a specific area to start trouble shooting.

Quicker diagnosis and quicker resolution to getting your unit back up and running.

Learning & Development

AOI Updates

Your Q3 AOI updates are now live and on Sharepoint!

Don't delay, log on and download your updated forms to get started!

Questions? Please reach out to your Regional L&D Manager at learning@cecentertainment.com



Marketing

Coil Wrist Bands

As a reminder, coil wrist bands **SHOULD NOT** be placed through Foland.

All orders **SHOULD** be placed through PFG!



THE MORE YOU KNOW...

Marketing

Friends Eat Free!

Offer: Buy one Large Pizza, get one Large Pizza free (of equal or lesser value)



UPDATE!

In efforts to help spread the word on this AMAZING BOGO offer, Marketing will be expanding to E-Club and existing guests starting Monday, June 24th.

Dates for this offering will still run through June 30th.

If you have any questions, please reach out to Marketing at marketing@cecentertainment.com

POS

Credit Card Receipts

Soon, all restaurants will begin noticing 2 receipts printing out when a guest uses a credit card; their usual detailed receipt, and a credit card transaction receipt.

BOTH receipts need to be given out to the guest! The 2nd receipt printed out might look like something we used to have to keep, but this is no longer the case.

If you have any questions, please reach out to the help desk.



Sales Contest



Southeast

FM 1960, TX #032
College Station, TX #577
Humble, TX #105

Region Leaders

Northeast

Buffalo, NY #840
Richmond, VA #056
Middletown, NJ #480

Western

Pasadena, CA #324
Bellevue, WA #305
Costa Mesa, CA #421



Company Leaders

Pasadena, CA #324
FM 1960, TX #032
Buffalo, NY #840



Top Daily Sales Winners

Each week, a random winner will be picked from each region for top sales of the day!
Congratulations to the following restaurants:

Northeast: Parma, OH #101

Southeast: FM 1960, TX #032

Western: Ventura, CA #453

Prizes to be awarded at the conclusion of the contest.



CAREER GROWTH OPPORTUNITIES

General Manager

S. Birmingham, AL	707
Fullerton, CA	325
Valencia, CA	355
Ladera Heights, CA	367
Foothill Ranch, CA	371
El Monte, CA	428
W. Orlando, FL	719
Davenport, IA	957
Slidell, LA	693
Rochester, NY	517
Yonkers, NY	653
Sharonville, OH	738
Niles, OH	745
Sioux Falls, SD	860
Lake Jackson, TX	576
S. Austin, TX	951

Tech Manager

Redwood City, CA	108	Largo, MD	532
N. Fresno, CA	364	Lowell, MA	457
Lynwood, CA	377	Springfield, MA	476
Monrovia, CA	390	Everett, MA	755
MacArthur Park, CA	397	Southgate, MI	713
San Jose, CA	404	Lincoln, NE	568
Huntington Beach, CA	406	Omaha, NE	733
Diamond Bar, CA	409	Jersey City, NJ	484
Fontana, CA	445	Hempstead, NY	527
Waterbury, CT	463	Bronx Terminal, NY	641
Alpharetta, GA	600	Norman, OK	893
Savannah, GA	605	Snyder Plaza, PA	450
Fayetteville, GA	615	Austin, TX	586
Darien, IL	685	Midland, TX	928
Indy Castleton, IN	096	Beaumont, TX	930
Columbus, IN	670	Lynnwood, WA	624

District Level

District Technical Manager

Madison, TN #068

District Technical Manager

Lewisville, TX #035

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

